

# **University Information Technology (UIT)**

## **Proofpoint Frequently Asked Questions (FAQ)**

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## What is Proofpoint?

Proofpoint Inc. is an anti-spam product that acts as a gatekeeper for UIT's Trumpeter and Exchange email servers. The product inspects more than 200,000 message attributes and currently has a high degree of success at detecting spam. Once examined, legitimate messages are routed to the recipient's mailbox while suspected spam is quarantined by Proofpoint. Each morning at 9:00 Tufts email users will receive a personal digest consisting of one email that contains links to all the messages tagged as spam and quarantined over the past 24 hours. In the rare event that a message marked as spam is legitimate, the message can be released to your inbox with the click of a button. The digest can then be deleted like any other email.

## What is an End User Digest?

An End User Digest is a summary email that you receive daily before 9:00 am from the Proofpoint server. It contains a list of the suspected spam that has been filtered in the previous 24 hours.

### Sample End User Digest:

-  End User Digest: 19 New Messages
- [proofpoint-pps@usg.tufts.edu](mailto:proofpoint-pps@usg.tufts.edu)

Opening the End User Digest displays an email listing of the suspected spam messages. The spam score, from field and subject field are viewable. Spam is scored on a scale from 1 to 100; the higher the score, the higher the probability that the message is spam.



End User Digest: New Messages  
For David Bragg (david.bragg@tufts.edu)

The emails listed below have been placed in your personal Quarantine since you received your last End User Digest. They will be deleted after 14 days. To deliver an e-mail to your inbox, click on Release. To deliver an e-mail to your inbox and add the e-mail sender to your Safe Senders List, click on Safelist. This ensures that no emails from that sender will be blocked in the future. To report messages that are not spam but are reported in the digest, click on Not Spam.

[Request New Summary Digest](#) [Request Safe/Blocked Senders List](#) [Manage My Account](#) [Help](#)

Quarantine				Score	From	Subject
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	abbey@0451.com	Your money, mineral black
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	polangel@poczta.onet.pl	{stk-sub}
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	JackPotTime@maxwell.com	Rolling Casino
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	gilbert@pradella.biz	Medicines for real men !!!
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	geoffrey@perlite.biz	Best love dr@gs at best store!
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	lorrie.robinsonwd@t-online.de	Yours loan is approved zjha
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	service@cuna.org	CONGRATULATIONS!!
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	888Casino@iti.uned.es	Money888
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	phillip.sexton_om@pacbell.net	Yours loan is approved kqhut
<a href="#">View</a>	<a href="#">Release</a>	<a href="#">Safelist</a>	<a href="#">Not Spam</a>	100	Vense_Gamblan@seaspaceavalos.com	LuckyVense

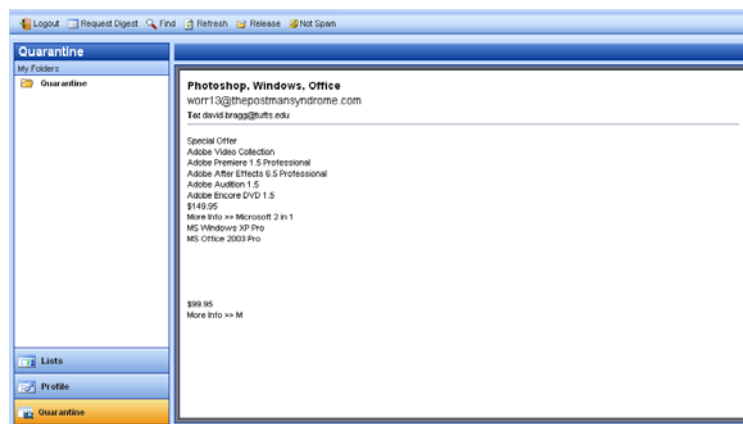
When you receive your daily End User Digest, look over the messages to confirm that they are all spam.

## In my End User Digest I see an email that is not spam. What are my options?

There are 4 primary options available in the End User Digest that will be useful if Proofpoint has registered an incoming email as a “false positive.” A false positive is a valuable email that Proofpoint has mistakenly labeled as spam. The options are:

### [View](#)

The View link opens the email from within the Proofpoint server so that it can be safely read. By reading the content, you can determine whether or not it is spam.



### [Release](#)

The Release link releases the email from the Proofpoint quarantine and delivers it to your inbox.

Please take into account that if you have spam filters enabled on your desktop mail client such as Mozilla or Outlook, the filters may also place the released email into a Junk folder. Consequently, if you do not see the released email in your inbox, check your mail client's Junk folder.

### [Safelist](#)

The Safelist link releases the email into your inbox and places the sender on a safelist so that subsequent emails from the sender arrive in your inbox. A safelist is also known as a whitelist (as opposed to blocked senders or blacklist).

### [Not Spam](#)

The Not Spam link releases the email into your inbox and sends a notification indicating that the email was not spam. Future messages that are similar to that message will not be filtered out as spam.

## What are my other options with regard to the End User Digest?

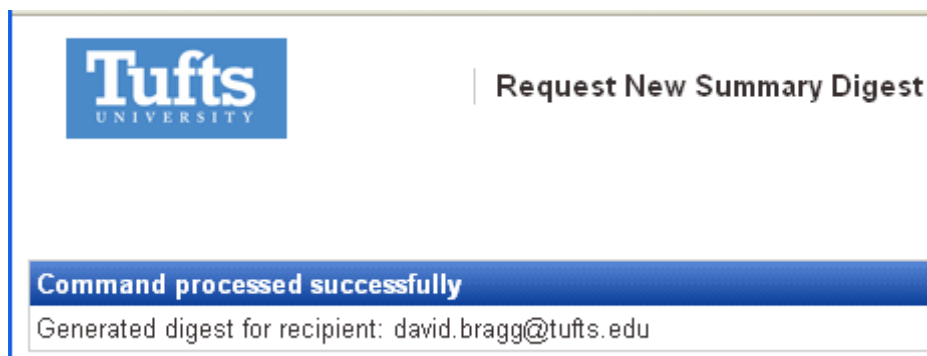
Located at the top of the End User Digest are four more helpful links.

[Request New Summary Digest](#) [Request Safe/Blocked Senders List](#) [Manage My Account](#) [Help](#)

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### [Request New Summary Digest](#)

The Request New Summary Digest link sends you an updated Summary Digest reflecting all of your quarantined email plus any email filtered since your last digest was sent. This tool comes in handy if you suspect that an incoming email was quarantined after the 9 am digest was received. The newly arrived emails will be at the top of the list. Additionally, the Summary Digest allows you to view the complete list of suspected spam held in your quarantine for the past 14 days. All suspected spam is deleted after 14 days. After the link is clicked, you should see a confirmation page similar to this:



## [Request Safe/Blocked Senders List](#)

The Request Safe/Blocked Senders List link sends a summary of all of your Safe and Blocked Senders. The summary includes further links to add or delete senders. Instructions on how to block or safelist a sender are outlined in the “What are the Safe Senders and Blocked Senders lists?” topic covered later in this FAQ.

**Tufts University**

**Safe/Blocked Senders List Summary**  
For David Bragg (david.bragg@tufts.edu)

The e-mail addresses shown below represent individuals and organizations on your Safe Senders List and your Blocked Senders List. Mail from senders on your Safe Senders List will not be filtered for spam. Mail from senders on your Blocked Senders List will be classified as spam. You can add/delete senders as needed and you can always request an updated Safe Senders List and Blocked Senders List. User Aliases are synonymous with your e-mail address.

[Request Safe/Blocked Senders List](#) [Manage My Account](#) [Help](#)

Safe Senders List		<a href="#">Add</a>
	Email Address	
<a href="#">Delete</a>	harvard.edu	
<a href="#">Delete</a>	brandeis.edu	

Blocked Senders List		<a href="#">Add</a>
	Email Address	
<a href="#">Delete</a>	zk-state.com	
<a href="#">Delete</a>	theuslender.com	

## [Manage My Account](#)

The Manage My Account link opens a web page that accesses your account on the Proofpoint Protection Server. You may view quarantined messages, access your safe/blocked senders list, and carry out other management functions. For complete instructions, see the “How Do I Manage My Account?” topic covered later in this FAQ.

## [Help](#)

The Help link opens a help page that encompasses many of the topics covered in this FAQ.

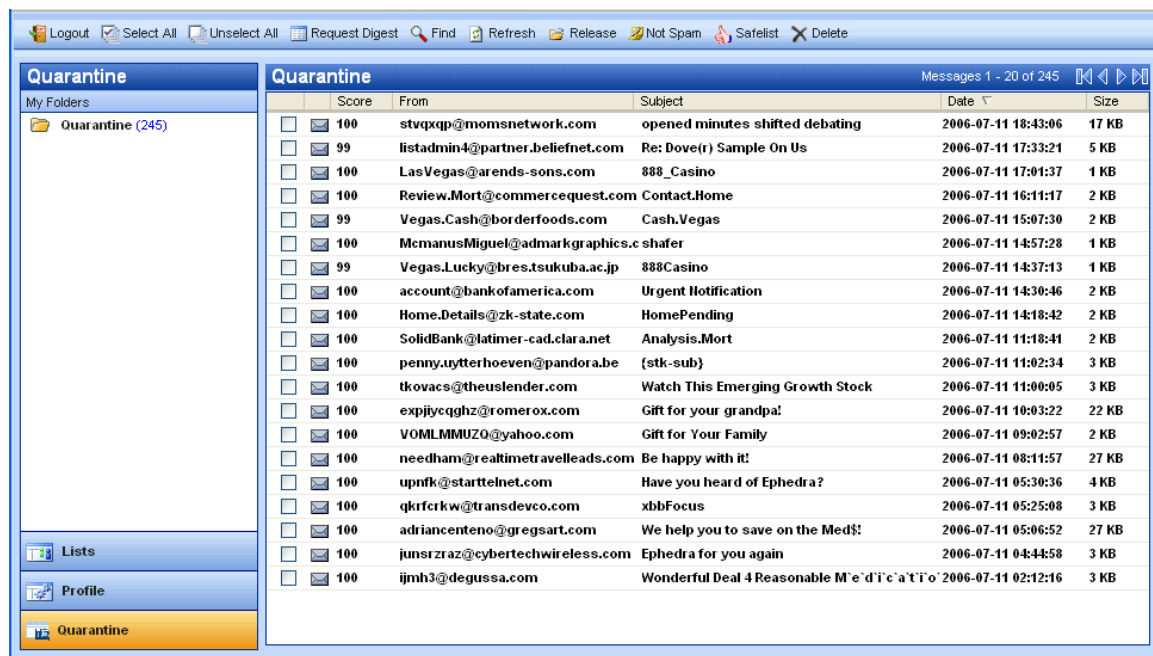
## How can I access my Proofpoint account?

There are two ways to access your Proofpoint account. The first method is to click the [Manage My Account](#) link found in your Daily Digest. The second method is to log in directly to the Proofpoint Server:

<https://spamblocker.uit.tufts.edu:10010/enduser/login.cgi> When the page opens, enter your UTLN (e.g. jsmith01) into the Username field and your Trumpeter password into the Password field. When the account window opens the Quarantine is displayed. MS Exchange users should contact their FSP if they do not know their Trumpeter password.

## What is the Quarantine and how do I use it?

The quarantine is where suspected spam messages are held on the Proofpoint Protection Server. In the graphic below, the quarantine window displays the most recent 20 messages out of 245 messages being held. If you take no action, messages older than 14 days will be routinely deleted. Messages held in the quarantine do not take up any of your mailbox space.



There are two ways to access the quarantine. The first method is to click the [Manage My Account](#) link found in your Daily Digest. The second method is to log in directly to the Proofpoint Server:

<https://spamblocker.uit.tufts.edu:10010/enduser/login.cgi> When the login page opens, enter your UTLN (e.g. jsmith01) into the Username field and your Trumpeter password into the Password field. MS Exchange users should contact their FSP if they do not know their Trumpeter password.

**The following account management tasks can be performed using the quarantine toolbar:**

### **Logout**

Logout closes your session with the Proofpoint Server.

### **Select All**

Select All selects all visible email messages by placing a check at the head of each row. This step is usually used in conjunction with a secondary step, like preparing to delete a page of spam. If your quarantine contains 245 messages and the current page is presenting 20 of them, clicking Select All will only select those 20 visible messages.

### **Unselect All**

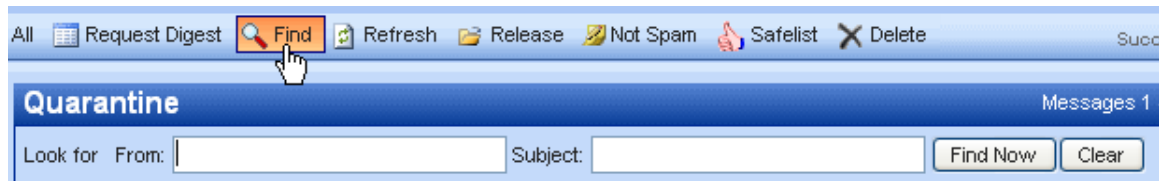
Unselect All performs the reverse action of the Select All tool. Use this to quickly deselect a page of selected email messages.

### **Request Digest**

Request Digest sends an updated Summary Digest reflecting all of your quarantined email plus any email filtered out since your last digest was sent. This tool is useful if you suspect that an incoming email was quarantined after the 9 am digest was received. The newly arrived emails will be at the top of the list. Additionally, the Summary Digest allows you to view the complete list of suspected spam held in your quarantine for the past 14 days. All suspected spam is deleted after 14 days.

## Find

Find allows you to search the quarantined emails for a specific message. You can search using criteria from one or both of the From or Subject fields.



When you have finished searching, clicking Clear removes the find criteria and displays all of the quarantined messages again.

## Refresh

Refresh checks the Proofpoint Protection Server for any recent activity and updates the quarantine view. For example, if the quarantine page has been open for a period of time, clicking refresh checks the server for any newly filtered spam messages.

## Release

Upon examination, if you find a “false positive,” a legitimate message Proofpoint has incorrectly identified as spam, in the quarantine, you can release it to your inbox. Clicking Release removes the email from the Proofpoint quarantine and delivers it to your inbox. Remember that if you have spam filters enabled on your desktop mail client such as Mozilla or Outlook, they may also place the same email into their Junk folders.

### To release an email:

1. **Place a check in the checkbox** of the message(s) that you wish to release.  
*A green check appears.*



2. **Click Release.** *The message(s) is removed from the quarantine and delivered to your inbox.*



## Not Spam

Not Spam releases the email into your inbox and sends a notification indicating that the email was not spam. Future messages that are similar to that message will not be filtered as spam.

**To release an email and notify Proofpoint that the email was not spam:**

1. **Place a check in the checkbox** of the message(s) that you wish to mark as Not Spam. *A green check appears.*



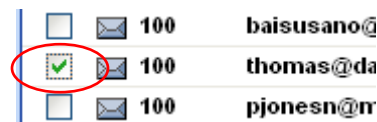
2. **Click Not Spam.** *The request(s) is sent and the message is removed from the quarantine and delivered to your inbox.*

## Safelist

Safelist releases the email from the quarantine into your inbox and places the sender on a safelist so that subsequent emails from the sender arrive in your inbox.

**To release an email and place the sender on the safelist:**

1. **Place a check in the checkbox** of the message(s) that you wish to mark as Safe. *A green check appears.*

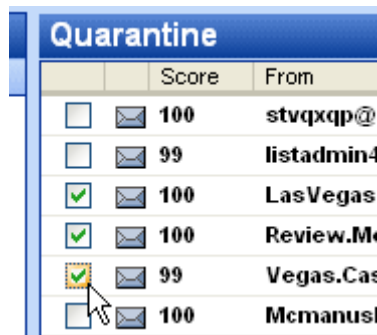



2. **Click Safelist.** *The message(s) is placed on the safelist, removed from the quarantine, and delivered to your inbox.*


## Delete

Although Proofpoint automatically deletes spam from the quarantine that is older than 14 days, you may choose to delete some before they expire.

1. To mark email(s) for deletion, **place a check in the checkbox**. A *green check appears*.

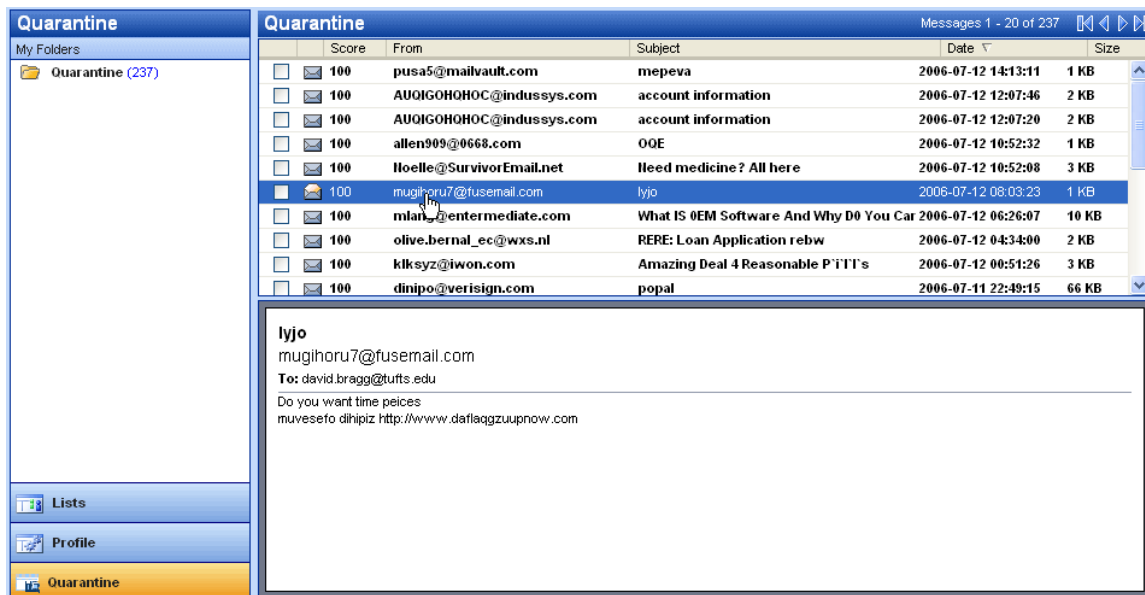


2. On the toolbar, **click Delete** . *The messages are removed from the quarantine.*

If you would like to delete a whole page of messages, click the **Select All**  tool, and then click Delete.

To view the text of a message from within the quarantine:

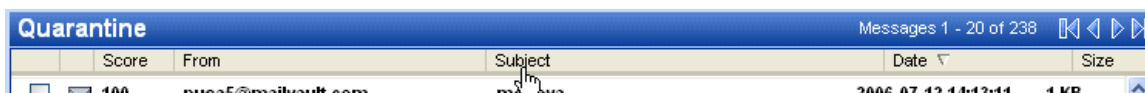
1. Click the row that holds the message. *The message previews.*



Once a message is viewed, the preview pane remains open.

## Sorting the Quarantine

In the quarantine, suspected spam is sorted by date, with the most recent emails displaying at the top of the window. To sort by another field such as Sender or Subject, click the column header.

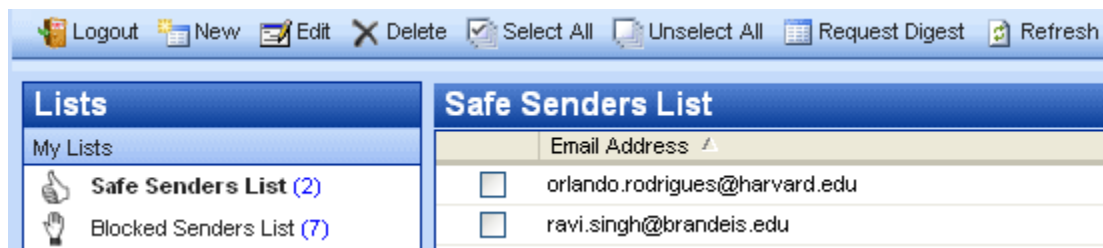


The messages are sorted in A-Z or lowest to highest order. Clicking the column header a second time reverses the sort order. To return to the default sort, click the Date column header.

## What are the Safe Senders and Blocked Senders lists?

There are two ways to access the Safe Senders and Blocked Senders Lists. The first method is to click the [Manage My Account](#) link found in your Daily Digest. The second method is to log in directly to the Proofpoint Server: <https://spamblocker.uit.tufts.edu:10010/enduser/login.cgi> When the login page opens, enter your UTLN (e.g. jsmith01) into the Username field and your Trumpeter password into the Password field. MS Exchange users should contact their FSP if they do not know their Trumpeter password.

The Lists folder contains the Safe Senders and Blocked Senders Lists. The Safe Senders list are email addresses that Proofpoint will not filter as spam. Any incoming mail from these addresses will pass freely into your inbox. If you have utilized the [Safelist](#) link contained in the daily End User Digest, those safelisted addresses will appear here. Blocked Senders represent the opposite. Any incoming mail from these addresses will always be filtered into the quarantine. Adding senders to the blocked list may be more work than it's worth because spammers often change their addresses. Nonetheless, if you continue to receive unfiltered spam from a certain address, it would be a prime candidate for the Blocked Senders list.

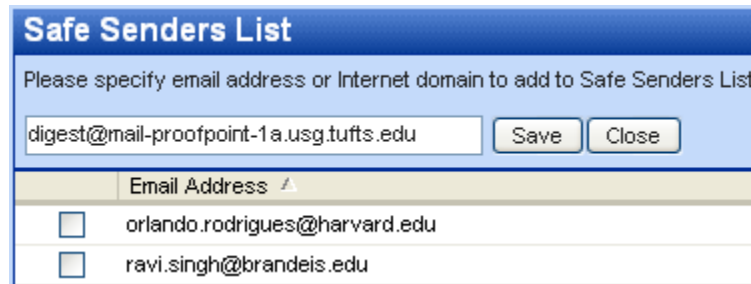


### Safe Senders List

To Safelist an email address from your Proofpoint account web page:

1. Click **Lists** . The Safe and Blocked Senders Lists display.
2. Click the **Safe Senders List** link  Safe Senders List (2). Any safe senders' addresses will display.
3. On the toolbar, click **New** . A field opens for the address.

4. **Type in the address.** Case does not matter. In this example, the Proofpoint Protection Server address is being used.



Safe Senders List	
Please specify email address or Internet domain to add to Safe Senders List	
<input type="text" value="digest@mail-proofpoint-1a.usg.tufts.edu"/>	<input type="button" value="Save"/> <input type="button" value="Close"/>
Email Address ▲	
<input type="checkbox"/>	orlando.rodriques@harvard.edu
<input type="checkbox"/>	ravi.singh@brandeis.edu


5. **Click Save.** *The address is added to the Safe Senders List.*

**OR**


#### **To Safelist an email address from the daily End User Digest:**

1. In the daily End User Digest, **click the Safelist link.** *The Safelist link releases the email into your inbox and places the sender on a safelist so that subsequent emails from the sender arrive in your inbox.*

#### **To edit a Safe Sender:**

1. **Place a check** next to the address.
2. **Click Edit**  **Edit** . *The editing field opens.*
3. **Make edits.**
4. **Click Update.** *The address is updated.*

#### **To delete a Safe Sender:**

1. **Place a check** next to the address.
2. **Click Delete**  **Delete** . *The address is removed from the list.*

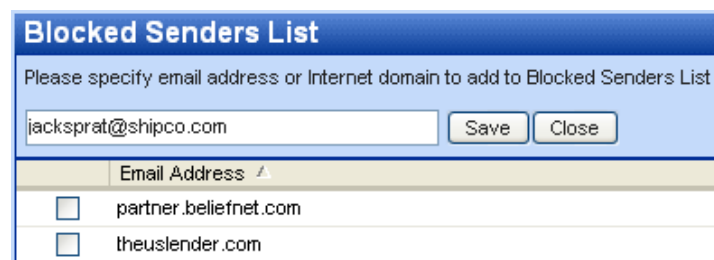
## Blocked Senders List

Sometimes spam gets through spam filters and finds its way to your inbox. Proofpoint's Blocked Senders list is a tool you can employ to list a spammer's address so that subsequent incoming mail from these addresses will always be filtered into the quarantine.

Proofpoint is able to block an email address from your Proofpoint account web page.

### To block an address:

1. **Click Lists**  . The Safe and Blocked Senders Lists display.
2. **Click the Block Senders List link**  **Blocked Senders List (3)** .Any blocked senders' addresses will display.
3. On the toolbar, **click New**  . A field opens for the address.
4. **Type the address.** You may type a specific address, such as the graphic below reflects, or type a complete domain, such as theuslender.com.




The image shows a 'Blocked Senders List' dialog box. At the top, it says 'Please specify email address or Internet domain to add to Blocked Senders List'. Below this is a text input field containing 'jacksprat@shipco.com'. To the right of the input field are 'Save' and 'Close' buttons. Below the input field is a table with the following content:

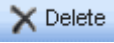
	Email Address
<input type="checkbox"/>	partner.beliefnet.com
<input type="checkbox"/>	theuslender.com

5. **Click Save.** The address is added to the Blocked Senders List.

### To edit a Blocked Sender:

1. **Place a check** next to the address.
2. **Click Edit**  . The editing field opens.
3. **Make edits.**
4. **Click Update.** The address is updated.

### To delete a Blocked Sender:

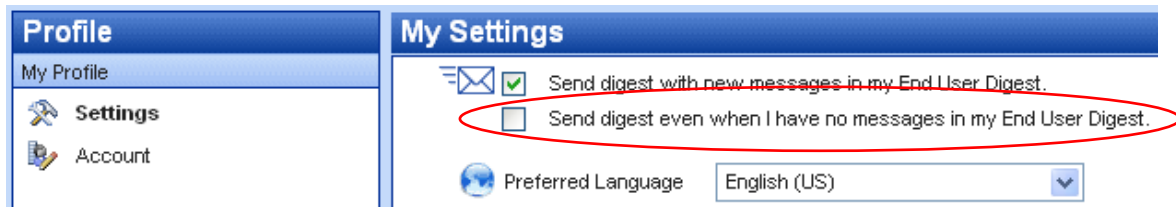
1. Place a check next to the address.
2. Click Delete  . The address is removed from the list.

### Do I need to "Manage My Account" occasionally and delete the spam in the quarantine or will it purge on some regular interval on its own?

You don't need to do anything to “manage” your account. Proofpoint keeps messages in the quarantine for 2 weeks and then deletes them automatically.

### My digest did not arrive today. Why not?

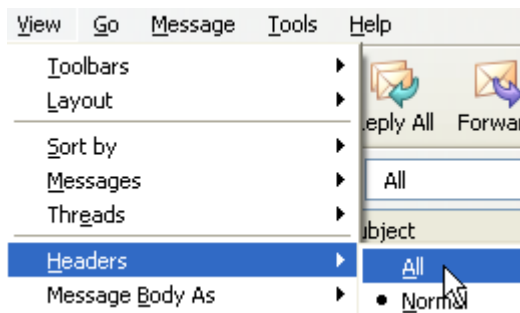
By default, Proofpoint will not send the daily digest if no messages have been quarantined since the previous digest was sent 24 hours earlier. From your account, select Profile > Settings. If you check the “Send digest even when I have no messages in my End User Digest” option, you will receive a digest every day even if 0 messages have been filtered to the quarantine.



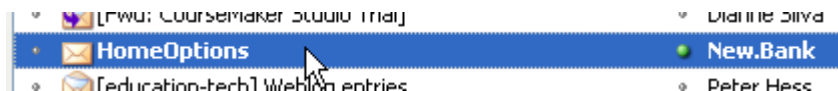
## What if I'm still getting spam in my inbox?

Some spam messages may slip past the Proofpoint defenses. If this happens, there are 3 courses of action that you may take. The first option is to mark the message as spam in your mail client, and then delete it. This trains your mail client so that subsequent spam messages will be filtered to the Junk folder. The second option is to adjust or create a Junk mail filter within your mail client that will catch spam such as these. See the Filtering Spam tip sheets available on the UIT training website: <http://training.uit.tufts.edu/tips.asp> Lastly, you can report the spam to the University IT Support Center by following these steps (which may vary slightly based on your mail client):

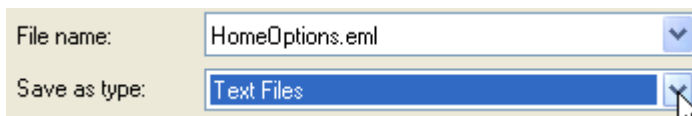
1. Do not forward the spam message to the University IT Support Center.
2. From your mail client menu bar, **select View > Headers > All**.



3. Do not open the spam message.
4. In your inbox, **click the spam message**. *The message is highlighted.*



5. From your mail client menu bar, **select File > Save As > File**. *The Save Message As dialog box opens.*
6. In the Save as type field, **select Text Files**.

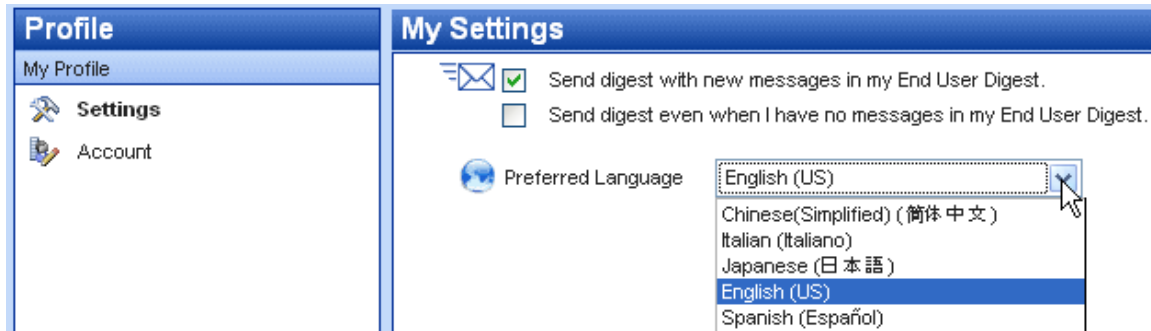


7. **Save the email**. *The email is saved as a text file.*
8. **Send the email text file** (e.g. HomeOptions.eml.txt) to [UITSC@tufts.edu](mailto:UITSC@tufts.edu) as an attachment.



## Can I receive my Daily Digest in another language?

Yes, you may receive the Daily Digest in a language other than English. From your account, select Profile > Settings. In the Preferred Language field, make your selection.



The screenshot shows a web interface with two main sections: 'Profile' and 'My Settings'. The 'Profile' section on the left has a sidebar with 'My Profile', 'Settings' (selected), and 'Account'. The 'My Settings' section on the right contains two checkboxes for sending digests and a 'Preferred Language' dropdown menu. The dropdown menu is open, showing a list of languages: English (US), Chinese(Simplified) (简体中文), Italian (Italiano), Japanese (日本語), English (US) (highlighted), and Spanish (Español). A mouse cursor is pointing at the dropdown arrow.

Section	Item	Status/Value
Profile	My Profile	Link
	Settings	Selected
	Account	Link
My Settings	Send digest with new messages in my End User Digest.	<input checked="" type="checkbox"/>
	Send digest even when I have no messages in my End User Digest.	<input type="checkbox"/>
	Preferred Language	English (US) (selected from dropdown)

## Why do I get more than one daily End User Digest?

You will receive one daily End User Digest for your primary first.last address. You may receive other End User Digests for other Tufts email addresses that are associated with you such as a legacy email address (e.g. the legacy address for [training@tufts.edu](mailto:training@tufts.edu) is [training@emerald.tufts.edu](mailto:training@emerald.tufts.edu)).

Many Tufts staff have at least one or two legacy email addresses. For any legacy address that the system is not able to link to your first.last address, you may get another digest.

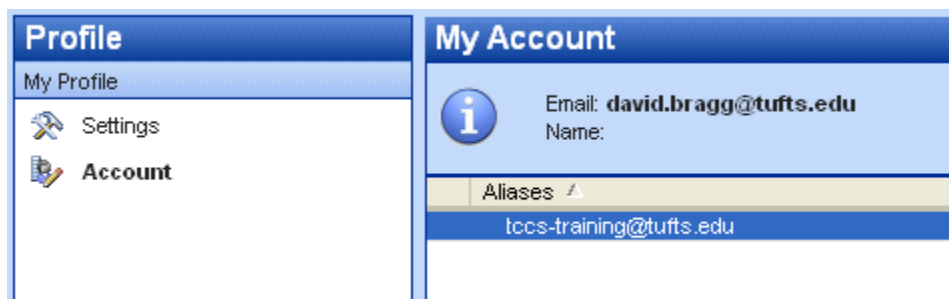
If you would like to receive one daily End User Digest, you need to send an email to the UIT Support Center at [uitsc@tufts.edu](mailto:uitsc@tufts.edu) that includes the following two pieces of information:

1. Your primary first.last address.
2. The other address(es) that is receiving the daily End User Digest.

If the legacy address(es) is no longer used, this may be a good time to do some housekeeping and have the address removed from the Tufts system.

## I have at least one email alias here at Tufts. Where can I check to see if the alias is being filtered by Proofpoint?

From your account, select Profile > Account. In Account, your email address and name display. If you have any email aliases that are associated with you, which are other email addresses that deliver email to you, they will be listed in this window. The My Account window is read only.



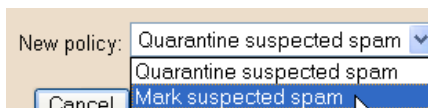
## Can I turn off Proofpoint?

Yes, you may turn off or “opt out” of using Proofpoint spam filtering. Although Proofpoint will continue to mark incoming email, suspected spam will no longer be moved to the quarantine **and will be delivered to your inbox**. To opt out, you may use the Trumpeter tools following the steps listed below or you may contact the UIT Support Center at 617-627-3376 ([uitsc@tufts.edu](mailto:uitsc@tufts.edu)) to do it for you.

1. Navigate to <https://trumpeter.tufts.edu/>.
2. In the Trumpeter Username field, **enter your UTLN** (e.g. jsmith01).
3. In the Trumpeter Password field, **enter your Trumpeter password**. Exchange users should also use their Trumpeter password.
4. **Click Login**. *The tools display.*
5. In the Spam Filtering field, **click the update policy** button. *The Update Spam Filtering Policy page opens.*



6. In the New policy field, click the dropdown arrow and **select Mark suspected spam**.



7. **Click Update spam policy**. *The confirmation page displays.*
8. **Click Continue**. *The Trumpeter Tools page displays the updated Mark suspected spam policy.*

## Now that Proofpoint is being used, should I make adjustments or turn off spam filtering in my mail client?

We recommend leaving your spam filters alone in your regular mail client. Since Proofpoint is a comprehensive spam fighting tool, you should see less spam being filtered into your mail client's Junk folders. Exchange users who have had their suspected spam marked with "Spam: ...," as in the graphic below, will have access to the Proofpoint protection as well.



• David Bragg

As always, periodically check your email client's spam folder to make sure that no wanted mail has been filtered there in error.

## I use a text-only email client. Can I release messages or request a new End User Digest since I have no hyperlinks to click?

Yes, you may release messages and perform other spam management functions if you receive a text-only End User Digest. Any actions such as releasing a message begin by replying to the End User Digest, then placing an x in the appropriate brackets representing the action you wish to take, and finally sending the reply.

A sample text-only End User Digest would look like this:

```
The emails listed below have been placed in your personal Quarantine
since you received your last End User Digest. They will be deleted
after 14 days. To deliver an email to your inbox, reply to this message
and enter 'x' in the appropriate boxes; i.e., [x]

From: xxxxxx@xxxxxx.example.com
Subject: Breaking News
[ ] release (xxxxxxxxxxxxxxxxMDAxODElMg==) xxxxxxxx@spamblocker.uit.tufts.edu
[ ] releasewhitelist (xxxxxxxxxxxxxxxxMDAxODElMg==) xxxxxxxx@spamblocker.uit.tufts.edu

From: xxxxxx@xxxxxx.example.net
Subject: Upgrade yOur Computer
[ ] release (xxxxxxxxxxxxxxxxMDAxNzkwNA==) xxxxxxxx@spamblocker.uit.tufts.edu
[ ] releasewhitelist (xxxxxxxxxxxxxxxxMDAxNzkwNA==) xxxxxxxx@spamblocker.uit.tufts.edu

....

From: michelelee_37@fctwente.nl
Subject: Get great prices on medications
[ ] release (xxxxxxxxxxxxxxxxMDAxODE2MA==) xxxxxxxx@spamblocker.uit.tufts.edu
[ ] releasewhitelist (xxxxxxxxxxxxxxxxMDAxODE2MA==) xxxxxxxx@spamblocker.uit.tufts.edu

----- Options -----

Request New End User Digest
[ ] gendigest (xxxxxxxxxxxxxxxx) xxxxxxxx@spamblocker.uit.tufts.edu

Request Safe/Blocked Senders List
[ ] generate (xxxxxxxxxxxxxxxx) xxxxxxxx@spamblocker.uit.tufts.edu
```

### To release a message:

1. From the End User Digest, **click Reply**. *The reply email sets up.*
2. **Place an x in the brackets in front of the release option.**

```
From: xxxxx@xxxxxx.example.com
Subject: Breaking News
[x] release (xxxxxxxxxxxxxxxxxwMDAxODElMg==) xxxxxxxx@spamblock:
[] releasewhitelist (xxxxxxxxxxxxxxxxxwMDAxODElMg==) xxxxxxxx@:
```

3. **Click Send**. *The message is sent to the Proofpoint server and your email message is released to your inbox.*

### Who can I contact to get help?

For help or to get a question answered, call the University IT Support Center at 7-3376. From the Boston or Grafton campuses or from home call 617.627.3376. You may also contact the Support Center by email at [uitsc@tufts.edu](mailto:uitsc@tufts.edu).